

**The Duncairn Front of House Volunteer**

**What is The Duncairn?**

The Duncairn is a vibrant welcoming community arts hub proudly based in north Belfast since 2014. The Duncairn is run by a tight team of staff and volunteers and has a strong focus on community. It offers art classes & workshops, a full music programme and much more, ensuring that people of various interests , backgrounds and ages are catered for.

**Our Mission:**

Inspire Communities, Develop Audiences, Strengthen the Sector.

Create a shared space arts facility that will contribute to North Belfast’s cultural, social, political and economic rebirth.

Showcase, support & develop the work of young emerging local artists.

Create a new arts-based model of engagement with disenfranchised, marginalised and disadvantaged communities in North Belfast.

**Our Values:**

**Connection & Inclusion** - We are community-oriented. We strive to provide a space accessible to anyone and everyone. We listen to our community and respond with them for their cultural needs.

**Creativity** - "We must create to know who we can be", we have adopted Stephen James Smith's poem as our motto. We believe in the power of the arts to bring about social change. We nurture talent and the creatives of the future.

**Environmental sustainability** - We believe we must do our part to solve the climate emergency. We want to inspire people that change is possible. We advocate for climate action.

**Front of House Volunteer**

**The role**

The Duncairn runs an annual arts and crafts calendar and an ongoing programme of events throughout the year. We are looking for volunteers to join our Front of House team. The benefits work both ways: You gain skills and experience in running events, and we get more people on board to enhance and improve our work. The Front of House Volunteer would join the staff and volunteer team as they deal with attendees, set-up rooms. attend to the public during events, and take down after the gigs, events and classes are finished.

**Main Tasks**

* Dealing with tickets and sales
* Welcoming audiences
* Helping people with info such as directions
* Setting up chairs and tables when required
* Being our eyes and ears and reporting any problems or issues
* Risk assessment
* Asking people for feedback about The Duncairn
* Take-down, clear-up, move ‘em out

**What is required from you**

* We need you to have good communication skills, and to enjoy working with the public. You will be dealing with people ranging from a first-time visitor to The Duncairn for a night class, to a regular gig attendee who has had a great night, a few drinks and isn’t intending to go anytime soon.
* Reliability – This is probably the most important thing we ask of you. If we can’t rely on you then a lot of people are left in the lurch. Others will need to take on the work you were supposed to do, as well as their own. This can have a significant impact on a small team working at an event. Please do bear this in mind.
* Minimum time commitment: between two and four nights a month, with occasional Sunday day-time shifts.
* It is important that you can take instruction and work well within a team, while other occasions will require that you can take initiative and work on your own.

**What’s in it for you?**

This role is perfect for someone interested in gaining experience in running events, who enjoy live music and the arts, or simply to join a tight team of staff and volunteers and are keen to make The Duncairn be the best that it can.

**Training** - We want to create a fully rounded role for the person who is going to be joining our team. You will be shown the ropes by the volunteer or staff member who is in charge on the night. All team members will be happy to help. The Duncairn will also be providing core training to support and enhance your role here. Additional training is available for volunteers on topics like Health & Safety and Carbon Literacy.

**Management** - We consider our volunteers as full members of the Arts Team. As such, you will have a supervisor who will support and manage your role. They will be responsible for your induction, supervision, training, and expenses. You will undergo a three-month settling in period, and meetings will be arranged to check that the role is matching the needs of the volunteer and The Duncairn.

**Expenses -** We will reimburse your reasonable mileage/transport expenses.

**T-shirt** – a Duncairn T-shirt will be provided.

**Please Note**

* You need to be older than 16 years of age to join our volunteer group.
* Most shift for this role will be evening/night shifts.
* We’re a good, happy, open, friendly team putting everything we can into making The Duncairn work. This role is in equal part about developing the volunteer, developing the team, and developing The Duncairn. We need to work together for this to work at all.
* Any information you give us will be held in the strictest confidence and will only be seen by relevant staff. We reserve the right to decline applications at our own discretion.
* The Duncairn is committed to making people feel welcome and keeping them safe from harm. We are also committed to promoting equality and discouraging discrimination. We expect all staff, volunteers and artists to comply with our policies on Child Protection, Health & Safety and Equality – these policies will be available to read in further communication.